

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM



**Investigator:** Carmen Madrid

**Phone:** [REDACTED]

**F**

0000101070

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009      80534

**Date:** 7/21/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **Andrea**

**Wirgler**

**Account Name:**      Andrea Wirgler

**Home:** (000) 000-0000

**Street:**      n/a

**Work:** (000) 000-0000

**City:**      n/a

**CBR:** [REDACTED]

**State:**      AZ      **Zip:** 00000

**is:** E-Mail

**Utility Company:**      **Global Water-Santa Cruz Water Company**

**Division:**      Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

**Nature of Complaint:**

From: Andrea Wirgler [mailto:[REDACTED]]  
Sent: Monday, July 20, 2009 4:19 PM  
To: Utilities Div - Mailbox  
Subject: Global Water

ACC,

I understand that Global Water is petitioning for a rate increase.  
Living and working in Maricopa is a blessing, but I do not support a rate increase.

Please listen to the people that are struggling, we cannot afford any more money.  
Regardless of the mathematical breakdown, an increase is an increase.

I am writing to you today, pleading that you will not support a rate increase for Global Water.

At your meeting, ask them why did they build such an expensive building in Maricopa? Was it necessary?  
They cannot even afford to pay a customer service person to keep the lobby open!

Please reject the rate increase for Global Water.

Docket Numbers  
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Arizona Corporation Commission  
**DOCKETED**

JUL 24 2009

DOCKETED BY [Signature]

RECEIVED  
009 JUL 24 P 3:10  
CORP COMMISSION  
DOCKET CONTROL

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Sincerely,  
Andrea M. Wirgler  
Unfortunately a Global Water Customer  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

July 24, 2009 ( I sent the following letter to consumer via e-mail)

Andrea M. Wirgler  
Maricopa, AZ

RE: GLOBAL WATER - PALO VERDE UTILITIES COMPANY  
DOCKET NO. SW-20445A-09-0077

RE: VALENCIA WATER COMPANY - GREATER BUCKEYE DIVISION  
DOCKET NO. W-02451A-09-0078

RE: WILLOW VALLEY WATER COMPANY  
DOCKET NO. W-01732A-09-0079

RE: GLOBAL WATER - SANTA CRUZ WATER COMPANY  
DOCKET NO. W-20446A-09-0080

RE: WATER UTILITY OF GREATER TONOPAH  
DOCKET NO. W-02450A-09-0081

RE: VALENCIA WATER COMPANY - TOWN DIVISION  
DOCKET NO. W-01212A-09-0082

Your opinion regarding the Global Water - Palo Verde Utilities Company ("Palo Verde") and Global Water - Santa Cruz Water Company ("Santa Cruz") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Palo Verde and Santa Cruz application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Public Utility Consumer Analyst  
Utilities Division

Filed in docket numbers .

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DOCKET NO. W-02450A-09-0081

DOCKET NO. W-01212A-09-0082

\*End of Comments\*

**Date Completed: 7/24/2009**

**Opinion No. 2009 - 80534**

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